

Certified Public Manager Program Curriculum

LEVEL/TITLE	COURSES	HOURS
Level I Front-Line Leadership I <i>To gain skills, knowledge, and behaviors necessary to lead employees to achieve results.</i>	Supervision I & Supervision II <ul style="list-style-type: none"> • Supervisory Role & Responsibilities • Communication Skills • Building Work Relationships with Employees • Individual Leadership Style & Effect • Situational Leadership • Managing Individual Performance • Identifying & Resolving Problems 	14 & 14
TOTAL		28

Level II Front-Line Leadership II <i>To understand workplace dynamics and gain techniques to improve group performance.</i>	Supervision III and Supervision IV <ul style="list-style-type: none"> • Implementing Change • Developing Work Teams • Managing Workplace Conflict • Preventing Workplace Violence • Identifying Customers & Their Needs • Improving Customer Satisfaction • Communicating Through Writing • Practicing Ethical Behavior 	14 & 14
TOTAL		28

Level III The Manager as Facilitator <i>To apply skills and knowledge to effectively influence organizational performance.</i>	Orientation MBTI & Communication Emerging Public Management Roles The Manager as Facilitator Hiring for the Right Stuff Performance Management Legislative Protocol Effective Presentations Effective Writing Business Etiquette Problem Solving/Decision Making Book Presentation <i>Assignments: (rated – must pass)</i> 1. <i>Book Review - First Break all the Rules)</i>	3.0 4.0 3.5 7.0 6.0 7.0 2.0 10.0 9.0 3.5 3.5 3.5
TOTAL HRS TOTAL Days		62 hrs 9 days

Level IV Organizational Systems <i>To integrate and coordinate organizational systems to achieve organizational goals.</i>	Political/Organizational Savvy	3.5
	The Organization as Culture	3.5
	Negotiation & Mediation	7.0
	Simulation/Case Study	4.0
	Information Management	2.5
	Research & Analysis	2.5
	Safety & Loss Control	2.5
	Administrative Law (Rule Making)	2.5
	Contract Management	2.5
	Emotional Intelligence	6.0
	Employment Law	6.5
	Legislative & Budgeting Process	7.0
	Leadership	4.0
	Project Orientation	3.0
Assignments: (rated – must pass) 1. Book Review – <i>Book on Leadership</i> 2. Agency Budget Report 3. Legislative Observation Report		
TOTAL HRS		57 hrs
TOTAL DAYS		8.5 days

Level V The Learning Organization <i>To focus more advanced skills on organizational outcomes.</i>	Personal Mastery	6.0
	Mental Models	3.0
	Team Learning	6.0
	Shared Vision	3.0
	Systems Thinking	15.0
	Organizational Communication	7.0
	Assignments: (rated – must pass) 1. Internet Research – <i>The Learning Organization</i>	
TOTAL HRS		40 hrs
TOTAL DAYS		6 days

Level VI Strategic Leadership <i>To develop capacities and competencies for innovative state leadership.</i>	Applied Ethics	3.5
	Critical Thinking	7.0
	Workforce Planning/HR Management	3.5
	Principles for Partnership	7.0
	Awareness to Action	7.0
	Organizational Transformation	7.0
	Assignments: (rated – must pass) 1. Leadership Practices SurveyAction Plan	
TOTAL HRS		35 hrs
TOTAL DAYS		5 days

Level VII Project & Testing	Job-Related Project Comprehensive Test	50
TOTAL		50

TOTAL	Classroom Training	250
TOTAL	Work-Related Project	50
GRAND TOTAL		300